

# GUIDELINE FOR THE RETURN OF VEHICLES.

For buy-back agreements and leasing.



# CONTENTS

MAN – You can count on us	3
Your satisfaction is our top priority	4
The vehicle return process in five steps	5
Expected condition of the vehicle on return	6
Vehicle return checklist	7
EVALUATION CRITERIA	
Lighting	8
Tyre assessment criteria	10
Freight area – floor and frame	12
Roofs and roof spoilers	14
Wheels	16
Fixed bodies	18
Instrument panel and trim strips	20
Cab and seats	22
Tipper and foldable side walls	24
Mudguards	26
Fuel tank	28
Paintwork	30
Liftgate	32
Engine and driveline	34
Windscreens and mirrors	36
Bunk	38
Side panel, back wall and doors	40
Bumpers and underride protection	42
Walls and tarpaulin walls	44
Maintenance, general inspection/emissions inspection	46

# MAN – YOU CAN COUNT ON US

Trust is the basis of any relationship. This applies over the entire term of a contract, as well as to the return of a vehicle at the end of the contract. In MAN Truck & Bus you have chosen a reliable partner whom you can trust. Transparency, fairness and efficiency are our supreme principles when it comes to the return of your vehicle. In order to make this process as convenient as possible for you, we work together with neutral experts from independent inspection organisations who conduct the inspection of your vehicle in your presence.

# YOUR SATISFACTION IS OUR TOP PRIORITY

The goal of our vehicle return process is your satisfaction.

Independent inspection organisations contribute their expertise, resulting in the following advantages for you:



## Objectivity

You have an opinion from a neutral expert at any return location.



## Transparency

The inspection is carried out in your presence, and the expert will be happy to explain the procedure to you. At the end, you receive a copy of the inspection protocol giving you a preview of the contents of the final report.



## Experience

The inspection organisations have profound expert knowledge that they place at your disposal.



## Comprehensibility

Each vehicle return is documented in detail so that you can always follow up on how the report was compiled.

# THE VEHICLE RETURN PROCESS IN FIVE STEPS

1

## Making contact

Your MAN partner informs you approximately four months ahead of return about the upcoming expiry of the contract and the related return options.

2

## Arranging an appointment

Your MAN partner contacts you approximately four weeks prior to expiry of the contract to arrange an appointment for the return of your vehicle(s).

3

## Confirming the appointment

You receive confirmation of the appointment by e-mail.

4

## Handover

You define a person who will bring the vehicle to the return location at the agreed date and time (please note that cancellation rescheduling is free of charge up to two working days ahead of the planned appointment).

5

## Inspection report

You receive the final intake inspection report after it has been completed.

# EXPECTED CONDITION OF THE VEHICLE ON RETURN

When your agreement expires you are obligated to return the vehicle in good condition, commensurate with its age and expected mileage.

Vehicles being returned should be legally compliant, roadworthy, free of any damage or deterioration other than that attributed to “fair wear and tear” and have had all repairs carried out to a professional standard.

## Wear

Fair wear and tear is acceptable and is the result of reasonable use of a vehicle. Examples are component wear, paintwork deterioration and minor scuffing or scratches. On the other hand, excessive deterioration caused by atypical use or misuse is not acceptable, regardless of whether such damage was caused carelessly, deliberately or in an accident.

## Categorising damage

Damage can be defined as a dent, a crack, a fracture, any kind of deformation, large or deep scratches or excessive soiling. Some minor dents may be considered acceptable if they are of small size and do not weaken the structure or load security in any way.

## Recommendation: Pre-inspection

We recommend that ahead of return a damage assessment (pre-inspection) is carried out by an independent inspection organisation in order to avoid any surprises when the vehicle is returned. Your advantage is that you know the exact condition of your vehicle and can therefore decide to repair any damages prior to return. If you are interested, please contact your MAN partner, who will be happy to schedule an appointment and inform you about the cost of a pre-inspection.



# VEHICLE RETURN CHECKLIST

## What to bring along with the vehicle:

<input type="checkbox"/>	Tyres/ wheels (tyres and wheel rims)	<input type="checkbox"/>	Battery cover
<input type="checkbox"/>	Service record	<input type="checkbox"/>	If applicable: Control panel cover
<input type="checkbox"/>	Owner's manual	<input type="checkbox"/>	First-aid kit/ warning triangle/ hi-vis jacket
<input type="checkbox"/>	Keys and spare keys	<input type="checkbox"/>	Loose parts (such as foot mats) provided ex-works
<input type="checkbox"/>	SD card for navigation unit, navigation CD/ DVD	<input type="checkbox"/>	Bodies, including associated parts/ accessories
<input type="checkbox"/>	Tank keys	<input type="checkbox"/>	If applicable: deactivating vehicles on the RIO platform
<input type="checkbox"/>	Approval certification, general inspection/ emissions inspection documentation	<input type="checkbox"/>	Radio and antenna rod
<input type="checkbox"/>	Spare wheel	<input type="checkbox"/>	Remote control for independent heating
<input type="checkbox"/>	Vehicle tool kit		

MAN Truck & Bus reserves the right to invoice for missing documentation, components or additional equipment. The images on the following pages provide a detailed overview of the condition we expect a vehicle to be in upon its handback.

# LIGHTING

## Evaluation criteria

### Acceptable

- ✓ Superficial scratches and small cracks that do not allow water to penetrate
- ✓ Small stone damage up to 2 mm, with no formation of cracks

### Not acceptable

- ✗ Damage to the lighting system (such as cracks, fissures, blind spots or stone damage with formation of cracks)
- ✗ Broken mounts that allow water to penetrate and possibly interfere with the operation of the lights

### Acceptable



✓ Smaller stone damage, with no formation of cracks

### Not acceptable



✗ Stone damage with formation of cracks



✓ Superficial scratches



✗ Broken indicator light

# TYRE ASSESSMENT CRITERIA

## Evaluation criteria

### Acceptable

- ✓ Normal wear and tear to the wheels, such as minor lateral wear caused by kerbs
- ✓ Normal tyre wear, as long as the tread depth meets the contractual minimum requirements
- ✓ Minimum tread depth  $\geq 6$  mm (the tread depth is measured between the main tread grooves running around the tread)
- ✓ The type of tyre and the tyre manufacturer must match on each axle and must be approved by the vehicle manufacturer for use on that vehicle
- ✓ The steering axle tread must be installed on the front axle and the drive axle tread on the rear axle
- ✓ Retreaded tyres are permitted only on the drive axle
- ✓ The tyre brand must be equal to that of MAN OEM quality

### Not acceptable

- ✗ Inner tyre casing is torn
- ✗ Regrooved tyres
- ✗ Uneven tread pattern on the same axle
- ✗ Retreaded tyres on the non-driven axles
- ✗ One-sided tyre wear
- ✗ Tread depth  $< 6$  mm (measurement taken between the main tread grooves running around the tread)
- ✗ Tyre damage, such as nicks or gashes that go beyond the tread base, damage to the tyre walls
- ✗ Tyres with dimensions and/or speed symbols and/or load index labelling not approved for that vehicle
- ✗ Wheel flats caused by braking, sawtooth wear
- ✗ Any kind of departure from the vehicle manufacturer's specifications

### Acceptable



- ✓ Normal tyre wear (as long as the tread depth meets the contractual minimum requirements)

### Not acceptable



- ✗ Regrooved tyres



- ✓ Minimum tread depth  $\geq 6$  mm



- ✗ Lateral gash

# FREIGHT AREA – FLOOR AND FRAME

## Evaluation criteria

### Acceptable

- ✓ Usage-related wear and/or scratches caused by careful and intended use
- ✓ Marks, scratches and/or minor deformation that do not impair the function
- ✓ Slight odour caused by the proper transportation of goods

### Not acceptable

- ✗ Cracks
- ✗ Severe abrasions
- ✗ Modifications that cannot be returned to the original condition (such as unsealed drill holes on bodywork parts)
- ✗ Deformation caused by incorrect transport, loading and unloading (such as cargo not being secured)
- ✗ Broken frames
- ✗ Stains and/or substances (such as paint, concrete)
- ✗ Rust
- ✗ Missing boards
- ✗ Deformed stanchion pockets

### Acceptable



✓ Usage-related wear on the floor

### Not acceptable



✗ Severe abrasions



✓ Minor scratches on the floor



✗ Broken frame

# ROOFS AND ROOF SPOILERS

## Evaluation criteria

### Acceptable

- ✓ Minor dents and bumps < 1 mm in penetration depth and < 10 mm in diameter
- ✓ Scratches to the paintwork that can be rectified by sanding/polishing

### Not acceptable

- ✗ Dents and bumps < 1 mm in penetration depth and < 20 mm in diameter
- ✗ Unrepaired damage that was the result of an accident
- ✗ Damage caused by hailstones
- ✗ Repair work that has not been carried out professionally to the manufacturer's specifications
- ✗ Stickers that have left residue after being removed
- ✗ Severe formation of cracks, material breaks

### Acceptable



✓ Minor scratches

### Not acceptable



✗ Severe formation of cracks



✓ Scratches to the paintwork



✗ Material breakage

# WHEELS

## Evaluation criteria

### Acceptable

- ✓ Minor signs of corrosion or damaged paintwork caused by gritting salt
- ✓ Minor scratches and/or marks on the wheel, with no material abrasion

### Not acceptable

- ✗ Deformed wheel
- ✗ Material abrasion on wheels
- ✗ Wheel breaks
- ✗ Departure from the "as delivered" condition
- ✗ Damage to wheels such as contact with kerbs
- ✗ Corrosion damage and/or abrasions

### Acceptable



✓ Normal signs of use

### Not acceptable



✗ Material abrasion on the wheel



✓ Minor signs of corrosion



✗ Deformed wheel

# FIXED BODIES

## Evaluation criteria

### Acceptable

- ✓ Minor scratches
- ✓ Normal signs of use

### Not acceptable

- ✗ Damage that enables water to penetrate the bodywork or wall structure
- ✗ Damage to the van body truss

### Acceptable



✓ Minor scratches

### Not acceptable



✗ Damaged wall



✓ Normal signs of use



✗ Damaged van body truss

# INSTRUMENT PANEL AND TRIM STRIPS

## Evaluation criteria

### Acceptable

- ✓ Minor scratches
- ✓ Normal signs of use

### Not acceptable

- ✗ Damage
- ✗ Missing dummy panels
- ✗ Drill holes
- ✗ Adhesive films/residue
- ✗ Paintwork that does not correspond to the condition upon delivery

### Acceptable



✓ Normal signs of use

### Not acceptable



✗ Broken stowage compartment lid



✓ Minor scratches on the trim strip



✗ Drill holes in the instrument panel

# CAB AND SEATS

## Evaluation criteria

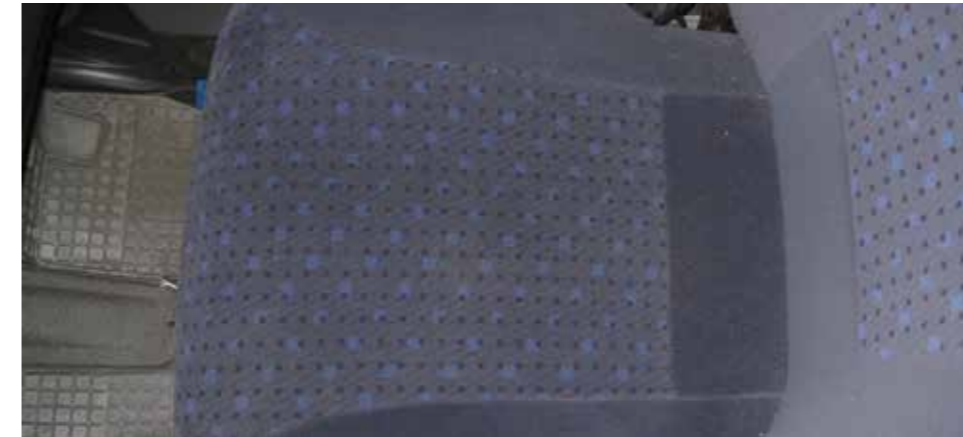
### Acceptable

- ✓ Usage-related wear and/or scratches caused by careful and intended use (such as on floor coverings)
- ✓ Faded colours on upholstery and interior trim, slight wear of the upholstery at contact points, and light soiling that can be removed with standard cleaning processes

### Not acceptable

- ✗ Soiling to upholstery and interior trim that requires professional treatment
- ✗ No basic cleaning, rubbish and/or heavy soiling
- ✗ Cigarette burns in seats or interior trim
- ✗ All damage that can only be rectified by repair work
- ✗ Missing interior trim, headrests and seats
- ✗ Mould or abnormal odours
- ✗ Cracks or loose door and flap seals
- ✗ Damage that restricts functionality to functional parts and attachments
- ✗ Drill holes of any kind in the interior
- ✗ Tears and damage to the rooflining or floor coverings (no foot mats)
- ✗ Damage to vehicle parts caused by external forces (such as animal scratches/bites)
- ✗ Trim parts that are heavily scratched and indicate breaks or deformations
- ✗ Interior trim has been stuck
- ✗ Additional equipment that has not been removed and is not part of the contractual scope

### Acceptable

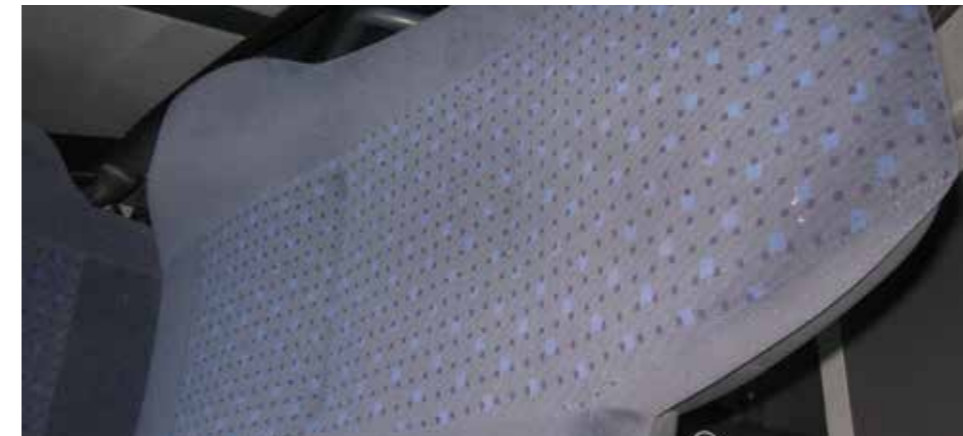


✓ Light stains

### Not acceptable



✗ Cigarette burn



✓ Slight wear of the upholstery resulting from daily use



✗ Tears

# TIPPER AND FOLDABLE SIDE WALLS

## Evaluation criteria

### Acceptable

- ✓ Minor wear on the side walls, lock pins and hinges
- ✓ Minor signs of corrosion on the tipper

### Not acceptable

- ✗ Missing central post, lock pins and hinges
- ✗ Damage to bodywork parts or flaps

### Acceptable



✓ Minor wear on the side wall

### Not acceptable



✗ Cracked tipper pan



✓ Minor signs of corrosion on the tipper



✗ Bodywork damage

# MUDGUARDS

## Evaluation criteria

### Acceptable

- ✓ Normal wear and tear, such as minor wear
- ✓ Minor scratches

### Not acceptable

- ✗ Severe formation of cracks
- ✗ Severe abrasions
- ✗ Missing wheel cover
- ✗ Departure from the "as delivered" condition, such as wheel covers fitted incorrectly

### Acceptable



✓ Minor scratches

### Not acceptable



✗ Cracks



✓ Minor wear



✗ Severe abrasions

# FUEL TANK

## Evaluation criteria

### Acceptable

- ✓ Minor scratches to the surface
- ✓ Minor dents and bumps that have no impact on road safety
- ✓ Other damage that has no impact on operational or road safety

### Not acceptable

- ✗ Deformation and damage, in particular to the weld seams
- ✗ Broken mounts
- ✗ Broken/missing fuel tank cap
- ✗ Spare parts that are not approved
- ✗ Severe corrosion

### Acceptable



✓ Minor dent

### Not acceptable



✗ Deformation



✓ Minor scratches to the surface



✗ Multiple dents

# PAINTWORK

## Evaluation criteria

### Acceptable

- ✓ Scratches to the paintwork that can be rectified by sanding/polishing
- ✓ Individual chips up to a maximum size of 2 mm in diameter
- ✓ The influence of gritting salt on wheel cutouts; splashes of tar; signs on the paintwork of correct and proper use of car washes
- ✓ Abrasions to paintwork ≤ 20 mm on door sills
- ✓ Minor scratches that do not go as deep as the primer; the base coat is not damaged on two coats of paint
- ✓ Mileage-related stone damage

### Not acceptable

- ✗ Paintwork repaired unprofessionally (such as visible differences in colour)
- ✗ Corroded paintwork caused by industrial/chemical deposits or other forms of surface damage, such as corrosion due to bird droppings
- ✗ Paintwork damage that goes as deep as the primer/base coat or the metal and requires a new coat of paint
- ✗ Corrosion damage that is so severe repairs are not possible
- ✗ Paintwork damage or differences in colour caused by labelling films and stickers
- ✗ Loose paint caused by detachment of films
- ✗ Deep instances of stone damage

### Acceptable



✓ Minor scratches

### Not acceptable



✗ Damage to paintwork



✓ Mileage-related stone damage



✗ Corrosion damage

# LIFTGATE

## Evaluation criteria

### Acceptable

- ✓ Minor scratches and bumps
- ✓ General wear and tear to the floor

### Not acceptable

- ✗ Damage
- ✗ Mechanical faults
- ✗ Holes in the structure
- ✗ Droplets forming and/or fluid loss
- ✗ Missing/faulty ensign

### Acceptable



- ✓ Minor scratches and bumps

### Not acceptable



- ✗ Damage – broken panel



- ✓ General wear and tear to the floor



- ✗ Leaking lifting cylinder

# ENGINE AND DRIVELINE

## Evaluation criteria

### Acceptable

- ✓ Normal wear that does not impair additional functions (faults accepted as part of the general inspection)
- ✓ Slight oil moisture in the units, but no droplets forming

### Not acceptable

- ✗ Droplets forming and/or fluid loss (such as leaks from the engine)
- ✗ Excessive wear to the brake system
- ✗ Faulty drive shaft boots
- ✗ Damaged soundproof matting
- ✗ Faulty running gear parts (such as broken springs)
- ✗ Retrofitted converted parts and expanded parts
- ✗ Unusual noises coming from the engine, gearbox, turbo charger, running gear
- ✗ Incorrect repairs or add-ons
- ✗ Faulty or damaged engine, gearbox, turbo charger or running gear
- ✗ Damaged or missing attachments
- ✗ Any kind of tuning

### Acceptable



✓ Gearbox with slight oil moisture

### Not acceptable



✗ Oil loss at engine



✓ No fault message



✗ Damaged soundproof matting

# WINDSCREENS AND MIRRORS

## Evaluation criteria

### Acceptable

- ✓ Up to 10 superficial, minor scratches on the windscreen that do not impair the driver's view and are shorter than 10 mm, as well as stone damage with no formation of cracks
- ✓ Minor scratches that are shorter than 100 mm on the side windows and rear window
- ✓ Other damage that has no impact on operational or road safety

### Not acceptable

- ✗ Damage to the windscreen (such as cracks, fissures, blind spots or stone damage with formation of cracks)
- ✗ Scratches or stone damage on the entire glazing and cannot be rectified with repair work (e.g. 100 mm from the window edge and/or in the driver's field of vision)
- ✗ Mirror and/or divider screen glass shattered
- ✗ Damage that impairs road safety
- ✗ Damaged mirror housing

### Acceptable



✓ Superficial scratches on the mirror housing

### Not acceptable



✗ Stone damage with formation of cracks in the field of vision



✗ Damaged mirror housing

# BUNK

## Evaluation criteria

### Acceptable

- ✓ Minor scuffing and abrasions
- ✓ Faded colours on upholstery and interior trim, slight wear of the upholstery at contact points, and light soiling that can be removed with standard cleaning processes

### Not acceptable

- ✗ Soiling to upholstery, curtains and interior trim that requires professional treatment
- ✗ No basic cleaning, rubbish and/or heavy soiling
- ✗ Cigarette burns in the bunk
- ✗ Tears or rips
- ✗ Broken slatted frame
- ✗ Drill holes
- ✗ Mould or abnormal odours
- ✗ Missing/ faulty curtains

### Acceptable



✓ Minor signs of wear on the bed

### Not acceptable



✗ Dirty upholstery



✓ Light soiling



✗ Broken slatted frame

# SIDE PANEL, BACK WALL AND DOORS

## Evaluation criteria

### Acceptable

- ✓ Minor dents and bumps that are permitted within the scope of general wear and tear and that do not require paintwork repairs
- ✓ Minor scratches on the step unit

### Not acceptable

- ✗ Deformation and damage
- ✗ Damage caused by hailstones
- ✗ Repair work carried out unprofessionally and not to the manufacturer's specifications using filler and solder filling material or by replacing bodywork parts for which spare parts that were not approved for the model were used
- ✗ Prior damage and accident damage of any kind not or not professionally repaired
- ✗ Stickers that have left residue after being removed
- ✗ Dented back wall
- ✗ Broken and/or cracked step unit

### Acceptable



✓ Minor scratches on the back wall

### Not acceptable



✗ Dented back of cab



✓ Minor scratches on the step unit



✗ Broken step unit

# BUMPERS AND UNDERRIDE PROTECTION

## Evaluation criteria

### Acceptable

- ✓ Minor paintwork wear or scratches (generally in the curve); however, the wear does not go as deep as the base material and is less than 20 mm in length
- ✓ Minor material abrasion (such as paint transferred from another vehicle) that can be rectified by polishing
- ✓ Minor dents, scratches and/or minor wear on loading sills and/or standing platforms, caused by careful loading and unloading tasks for which it was intended

### Not acceptable

- ✗ Damage that necessitates a replacement, repair work or painting, such as cracks, scratches, flaking paint, indentations, buckling and deformations, as well as incorrect and unprofessional repair work
- ✗ Missing attachments
- ✗ Paintwork damage that goes as deep as the primer
- ✗ Scratches > 20 mm in length
- ✗ Material abrasion > 1 mm in depth
- ✗ Bent or deformed underride protection, including supporting struts

### Acceptable



✓ Minor paintwork wear

### Not acceptable



✗ Deformation of underride protection



✓ Minor scratches on the standing platform



✗ Damaged bumper

# WALLS AND TARPAULIN WALLS

## Evaluation criteria

### Acceptable

- ✓ Professional repair work to tarpaulins carried out from the inside
- ✓ Normal soiling/ signs of wear that correspond to the mileage
- ✓ Minor dents or bumps in the cargo space walls and/or dividers

### Not acceptable

- ✗ Damage, e.g. to the corner blend
- ✗ Cracks or rips
- ✗ Holes in the walls
- ✗ Faulty tarpaulin tensioner

### Acceptable



✓ Normal signs of wear

### Not acceptable



✗ Damage to the side wall



✓ Repair work carried out professionally on the tarpaulins



✗ Faulty tarpaulin tensioner

# MAINTENANCE, GENERAL INSPECTION / EMISSIONS INSPECTION

## Evaluation criteria

### Acceptable

- ✓ Maintenance (inspections) carried out in accordance with the service record/manufacturer's inspection requirements in a workshop approved by the manufacturer
- ✓ An inspection is not due in the handback month and inspection only due after > 1000 km
- ✓ General inspection/emissions inspection approvals due and statutory inspections with a validity of at least 6 months starting from the handback day
- ✓ Wear that does not impair road safety and operational safety
- ✓ Complete and seamless proof of maintenance and service work
- ✓ Maintenance and testing carried out on fittings, add-ons and/or converted parts

### Not acceptable

- ✗ Oil service due and maintenance (inspections) due according to the service record or maintenance interval indicator\*\*
- ✗ An inspection is due in the handback month or inspection after a mileage interval of > 1000 km
- ✗ Passing the due date\* of the general inspection/emissions inspection and statutory inspections for the handback date
- ✗ Functionality of equipment features impaired (such as functionality of the air-conditioning system)
- ✗ Wear and/or damage that would be classed as a fault in the general inspection
- ✗ On-board electronics fault messages
- ✗ Passing the due date of required maintenance and testing of fittings, add-ons and converted parts

### Acceptable



✓ Service carried out

### Not acceptable



✗ Service due



✓ No fault messages



✗ Technical fault message

\* Due: first of the month as per test plate. (If the vehicle is returned later, the general inspection and emissions inspection must be carried out by the contractor)

\*\* If no maintenance and wear-and-tear repair service from MAN is included.

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Status 01/2020

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